

PCMH PRIME Certification Standards Update

The PCMH PRIME Certification program is getting an update! Effective November 17, 2017, practices seeking certification will use a revised set of PCMH PRIME Standards and Guidelines. These new Standards and Guidelines are intended to create alignment between the PCMH PRIME requirements and the National Committee for Quality Assurance (NCQA) 2017 PCMH Recognition and Behavioral Health Distinction Module requirements.

Below is a high-level summary of the planned changes to PCMH PRIME. Please note that this is a summary only; not all of the changes are included here, and practices should refer to the new Standards and Guidelines document for full details when it is published (expected by September 30, 2017).

- 1. Updated language, documentation requirements and scoring for criteria 1B and 2B.** The two PCMH PRIME criteria relating to the integration of behavioral health providers in the practice site are being modified to clarify expectations at different levels of integration. Each criterion will be worth one point. Because even practices with full integration may sometimes need to refer outside the practice, a practice that meets 2B will no longer be automatically awarded credit for 1B. Practices will have more flexibility about the kind of documents that may be submitted to demonstrate that they meet the criteria.

#	Current	New (Expected)
1B	<p>The practice coordinates with behavioral healthcare providers through formal agreements or has behavioral healthcare providers co-located at the practice site.</p> <p><i>Documentation: Example of a formal agreement, or a list of BH providers working at the site</i></p>	<p>The practice works with behavioral healthcare providers to whom the practice frequently refers to set expectations for information sharing and patient care.</p> <p><i>Documentation: Example of an agreement, OR a documented process and evidence of implementation</i></p>
2B	<p>The practice integrates BHPs within the practice site.</p> <p><i>Documentation: List of BH providers and their role within practice</i></p>	<p>The practice integrates BHPs into the care delivery system of the practice site.</p> <p><i>Documentation: Documented process AND evidence of implementation</i></p>

2. **Updated language for criterion 3B.** The PCMH PRIME criterion related to tracking and following up on referrals is being modified to align with criteria in NCQA's new Behavioral Health Distinction Module.

#	Current	New (Expected)
3B	<p>The practice tracks referrals until the consultant or specialist's report is available, flagging and following up on overdue reports.</p> <p><i>Documentation: Documented process AND a report, log, or other means of demonstrating that its process is followed</i></p>	<p>The practice tracks referrals to behavioral health specialists and has a process to monitor the timeliness and quality of the referral response.</p> <p><i>Documentation: Documented process AND evidence of implementation</i></p>

3. **Updated documentation requirements for 1-6D.** The PCMH PRIME criteria related to screening will have new documentation requirements. Practices will need to provide: 1) a documented process; 2) a report that includes a numerator and denominator representing the percent of patients screened in a recent 3-month period (if the practice has the electronic capability to generate this report); and 3) evidence of implementation.
4. **The language or documentation requirements of other PCMH PRIME criteria may change slightly to align with PCMH 2017 and/or the Behavioral Health Distinction Module.** This includes 1C (behavioral health care manager), 2C (practice provides MAT), 1E, 2E (behavioral health clinical decision support) and F1 (identifying patients for care management).
5. **In cases where PCMH PRIME shares the same criteria as PCMH 2017 and/or Behavioral Health Distinction, a practice that meets the criteria for one program may receive credit (either full or partial) in another.** More information about the opportunities to transfer credits between the programs will be available this fall.

Thank you for your interest and ongoing dedication to integrating behavioral health care in your primary care practice. The Health Policy Commission looks forward to continuing to work with all primary care practices in Massachusetts through PCMH PRIME Certification.